

Fig. 1

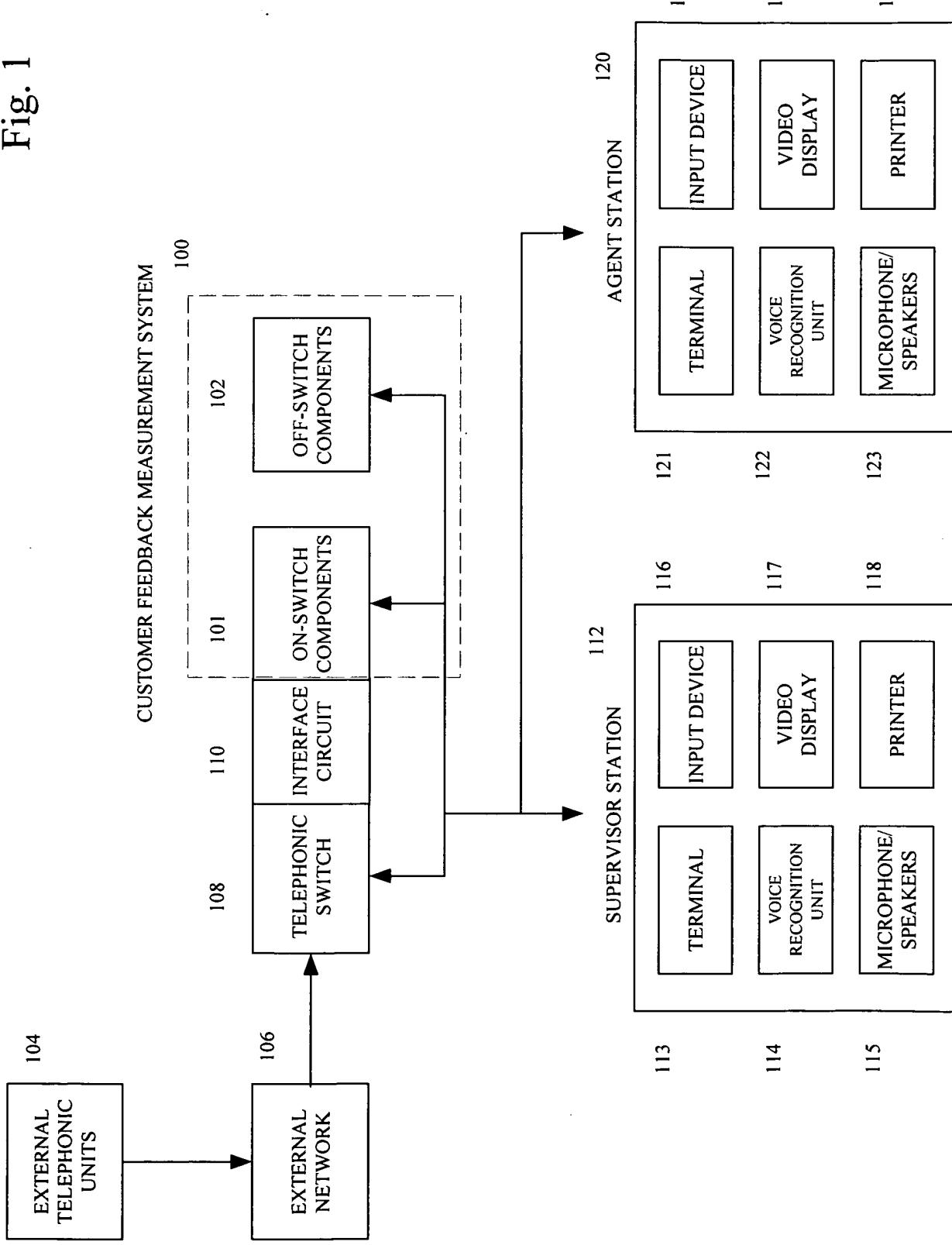


Fig. 2

CUSTOMER FEEDBACK MEASUREMENT SYSTEM

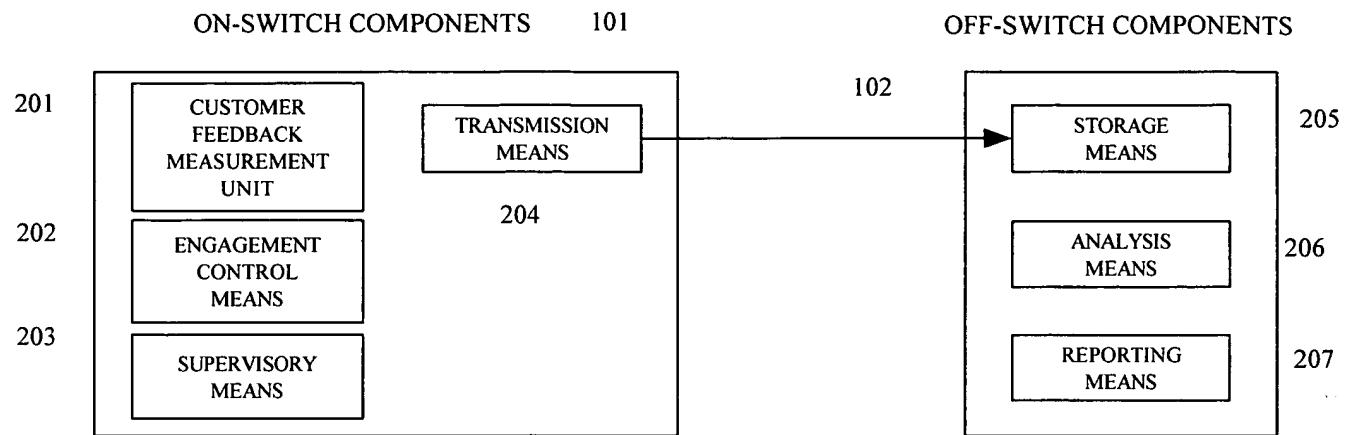


Fig. 3

CUSTOMER FEEDBACK MEASUREMENT UNIT

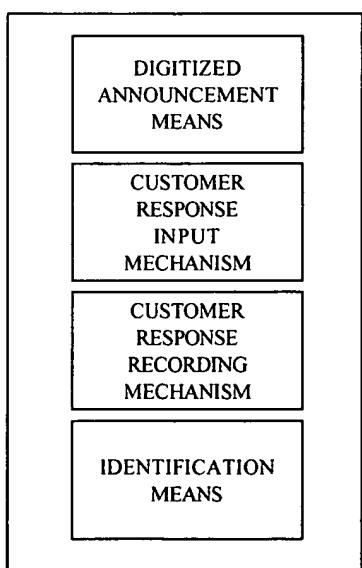
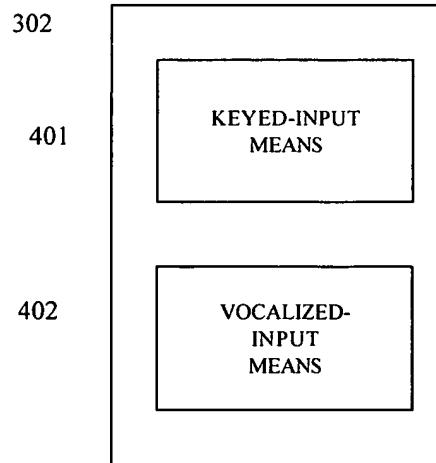


Fig. 4

CUSTOMER RESPONSE INPUT MECHAN



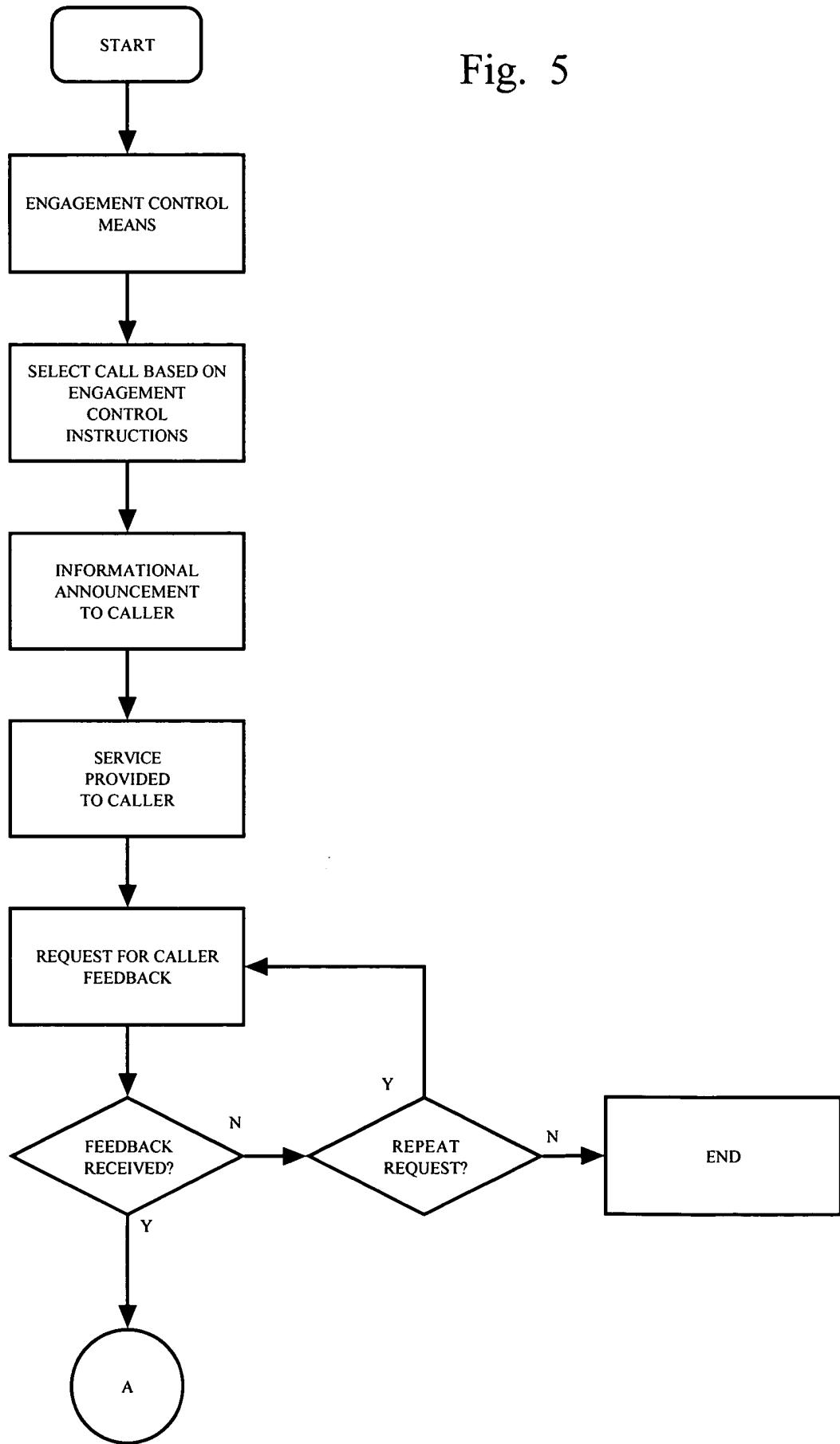


Fig. 5

Fig. 6

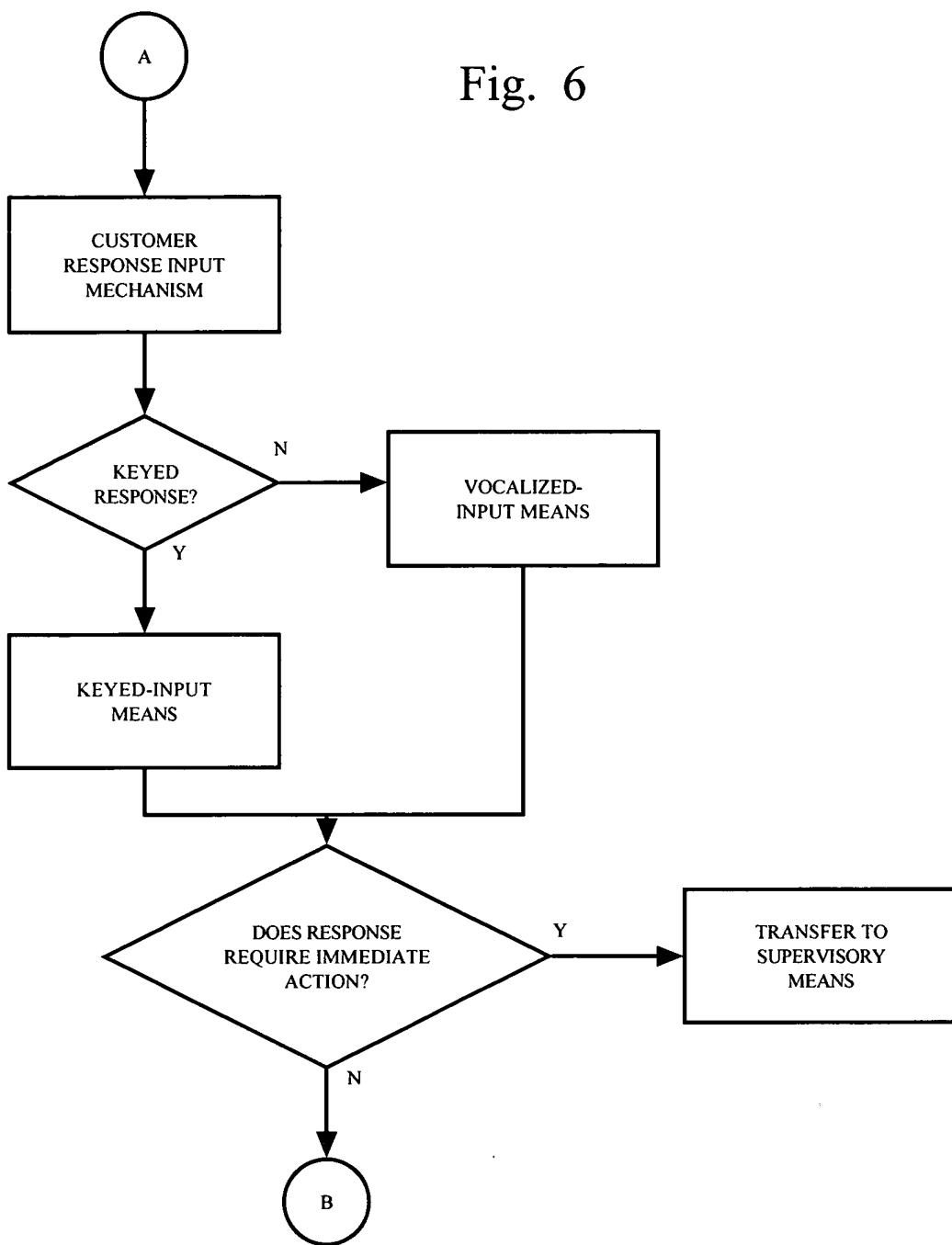
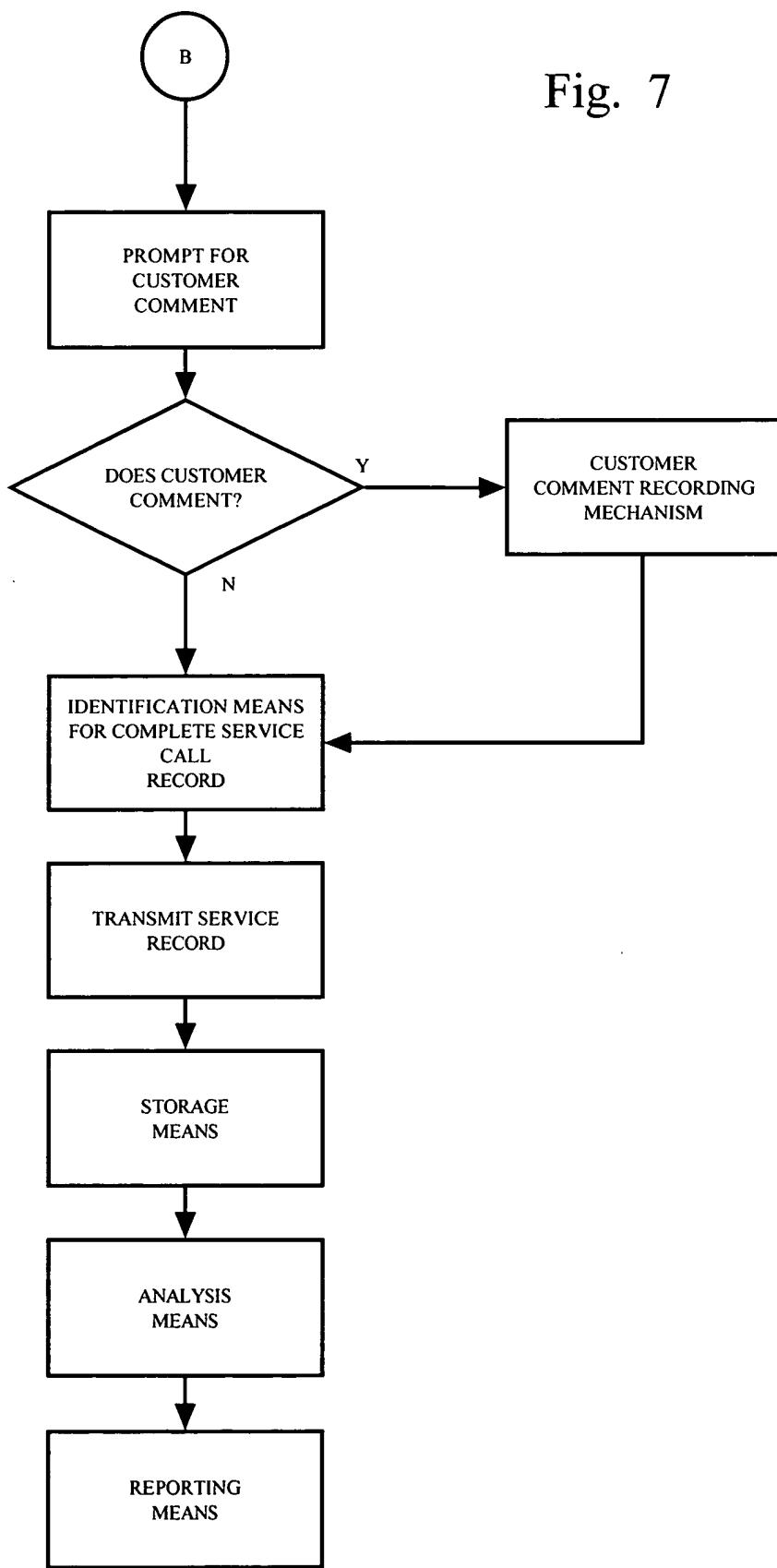


Fig. 7



8
Fig.

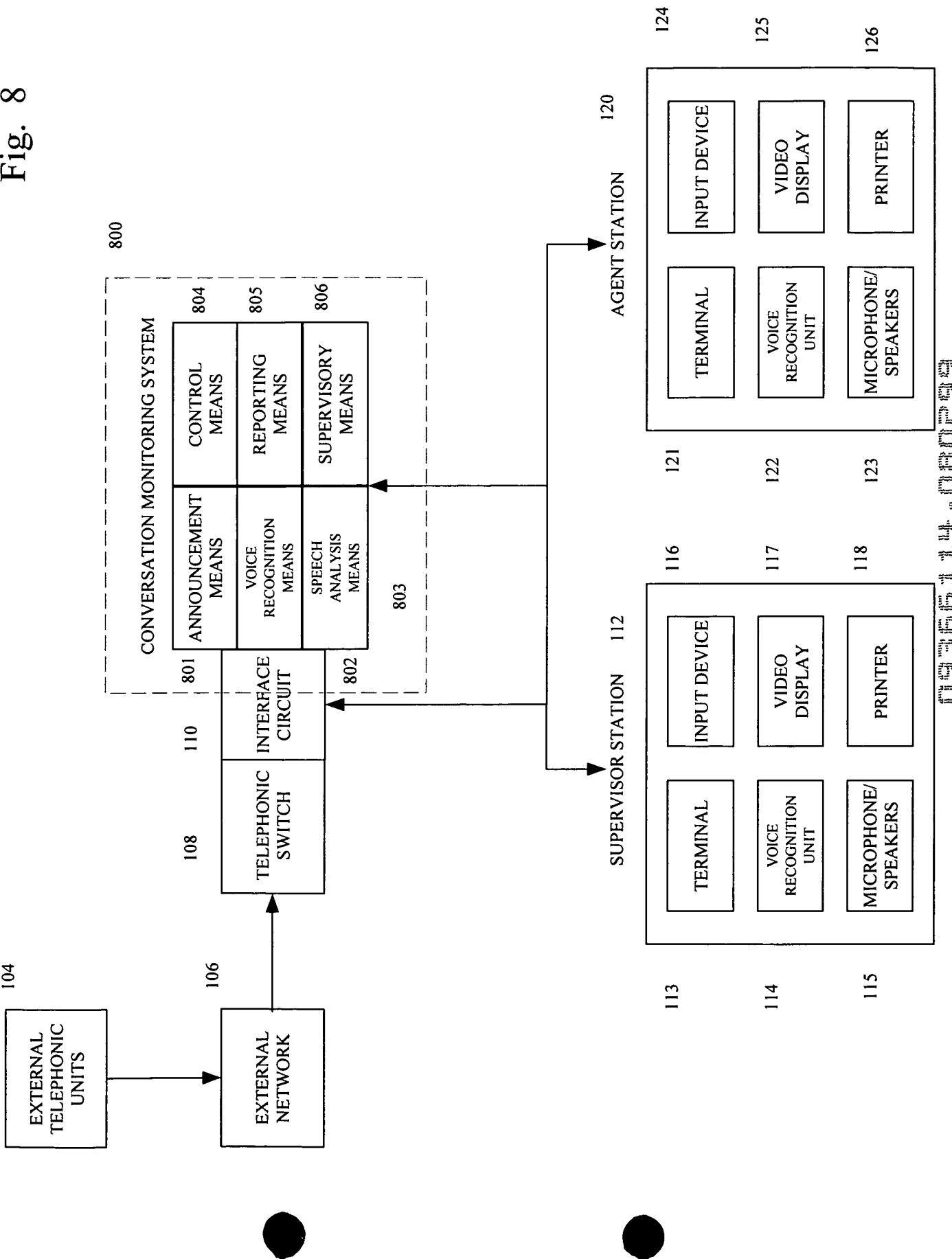


Fig. 9

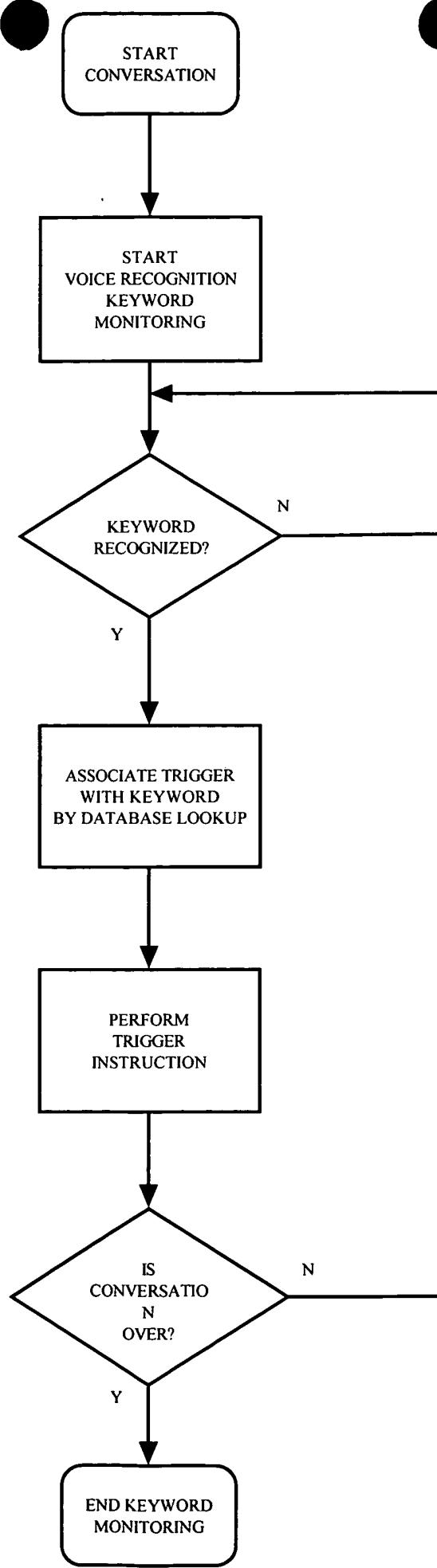


Fig. 10

